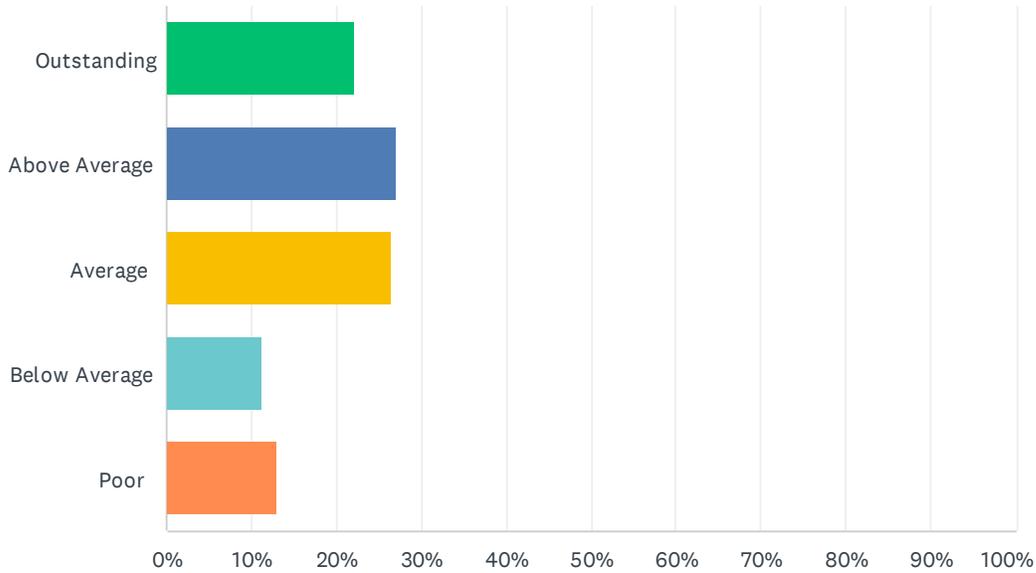


Q1 How would you rate your overall experience today?

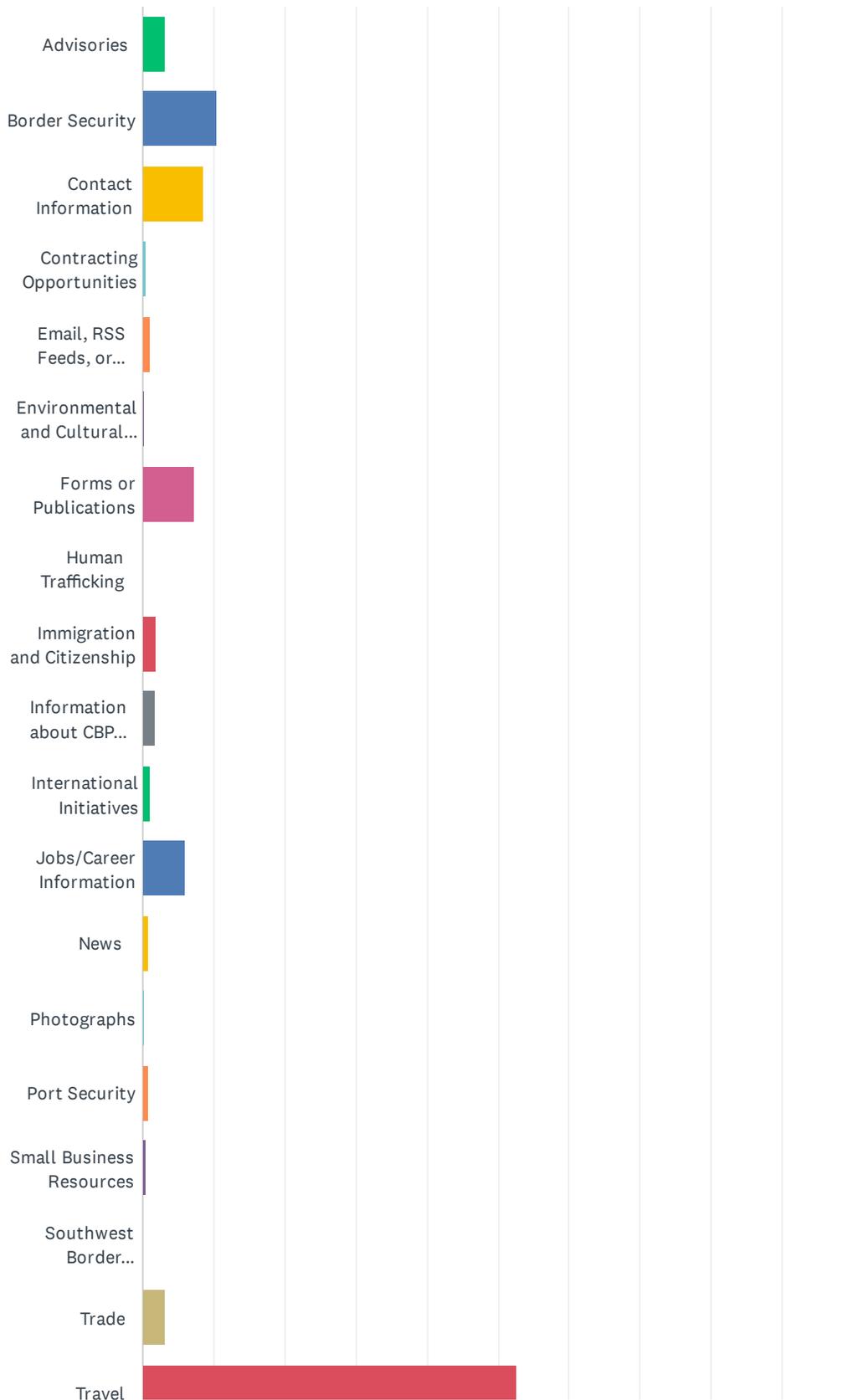
Answered: 2,471 Skipped: 0



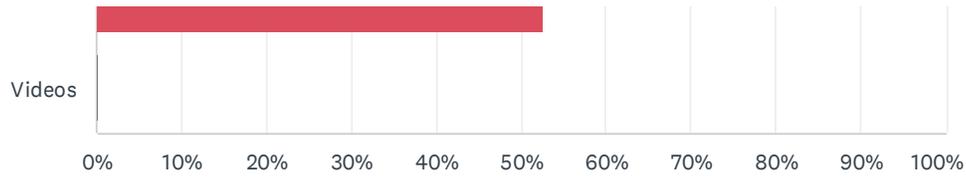
ANSWER CHOICES	RESPONSES	
Outstanding	22.14%	547
Above Average	27.03%	668
Average	26.47%	654
Below Average	11.37%	281
Poor	12.99%	321
TOTAL		2,471

Q2 What information were you looking for today?

Answered: 2,471 Skipped: 0



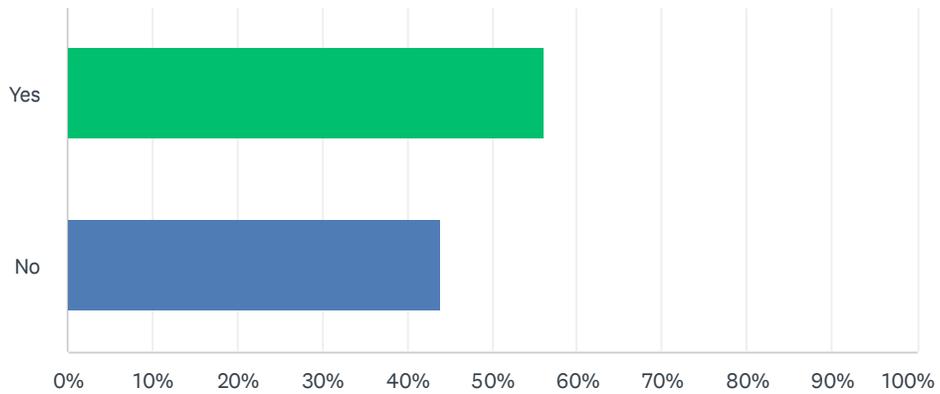
Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	3.24%	80
Border Security	10.40%	257
Contact Information	8.62%	213
Contracting Opportunities	0.40%	10
Email, RSS Feeds, or Subscription Services	0.97%	24
Environmental and Cultural Stewardship	0.20%	5
Forms or Publications	7.16%	177
Human Trafficking	0.08%	2
Immigration and Citizenship	1.94%	48
Information about CBP (leadership, history, etc.)	1.62%	40
International Initiatives	1.05%	26
Jobs/Career Information	6.07%	150
News	0.85%	21
Photographs	0.24%	6
Port Security	0.81%	20
Small Business Resources	0.40%	10
Southwest Border Unaccompanied Alien Children/Family Unit	0.04%	1
Trade	3.12%	77
Travel	52.57%	1,299
Videos	0.20%	5
TOTAL		2,471

Q3 Were you able to complete the purpose of your visit?

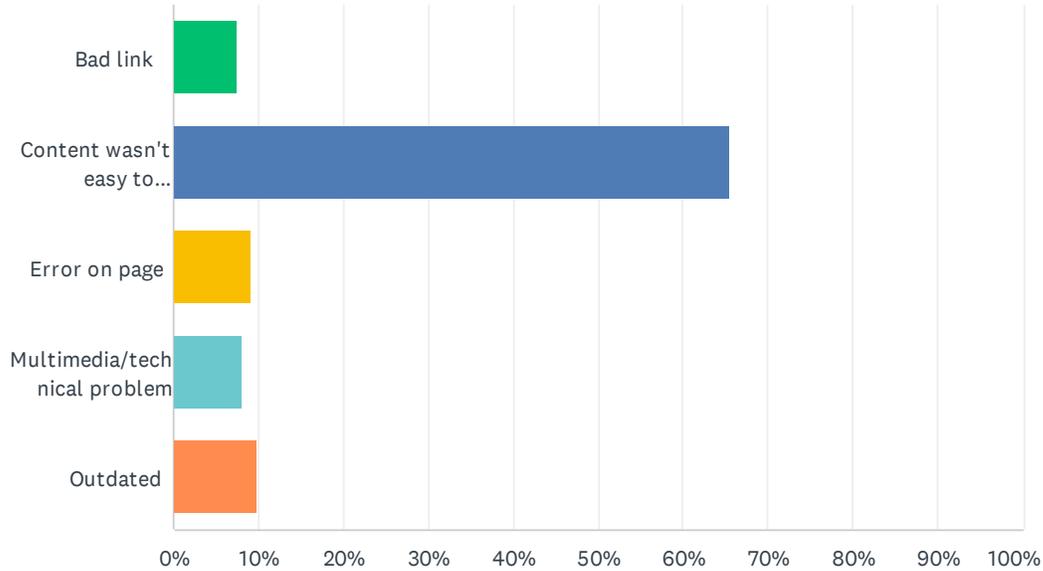
Answered: 2,471 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	56.13%	1,387
No	43.87%	1,084
TOTAL		2,471

Q4 If you answered "No" to question 3, please select the option that best describes your difficulty.

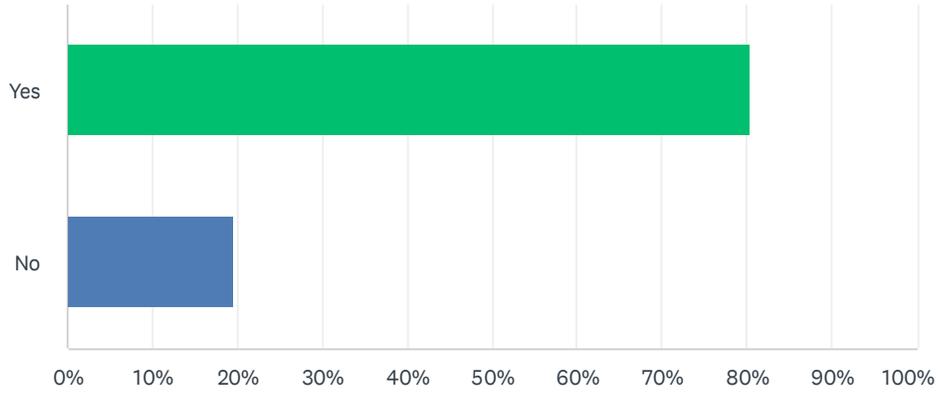
Answered: 1,063 Skipped: 1,408



ANSWER CHOICES	RESPONSES	
Bad link	7.43%	79
Content wasn't easy to understand	65.48%	696
Error on page	9.13%	97
Multimedia/technical problem	8.09%	86
Outdated	9.88%	105
TOTAL		1,063

Q5 Would you still return to this website if you could get this information or service from another source?

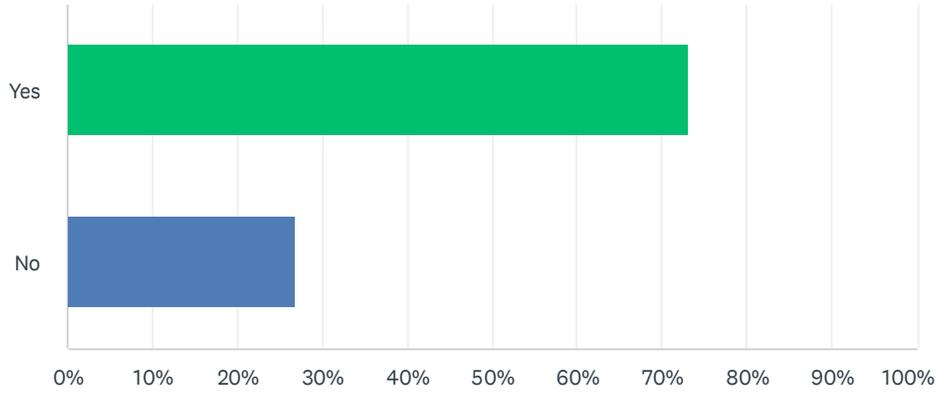
Answered: 2,471 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	80.37%	1,986
No	19.63%	485
TOTAL		2,471

Q6 Will you recommend this website if you could get this information or service from another source?

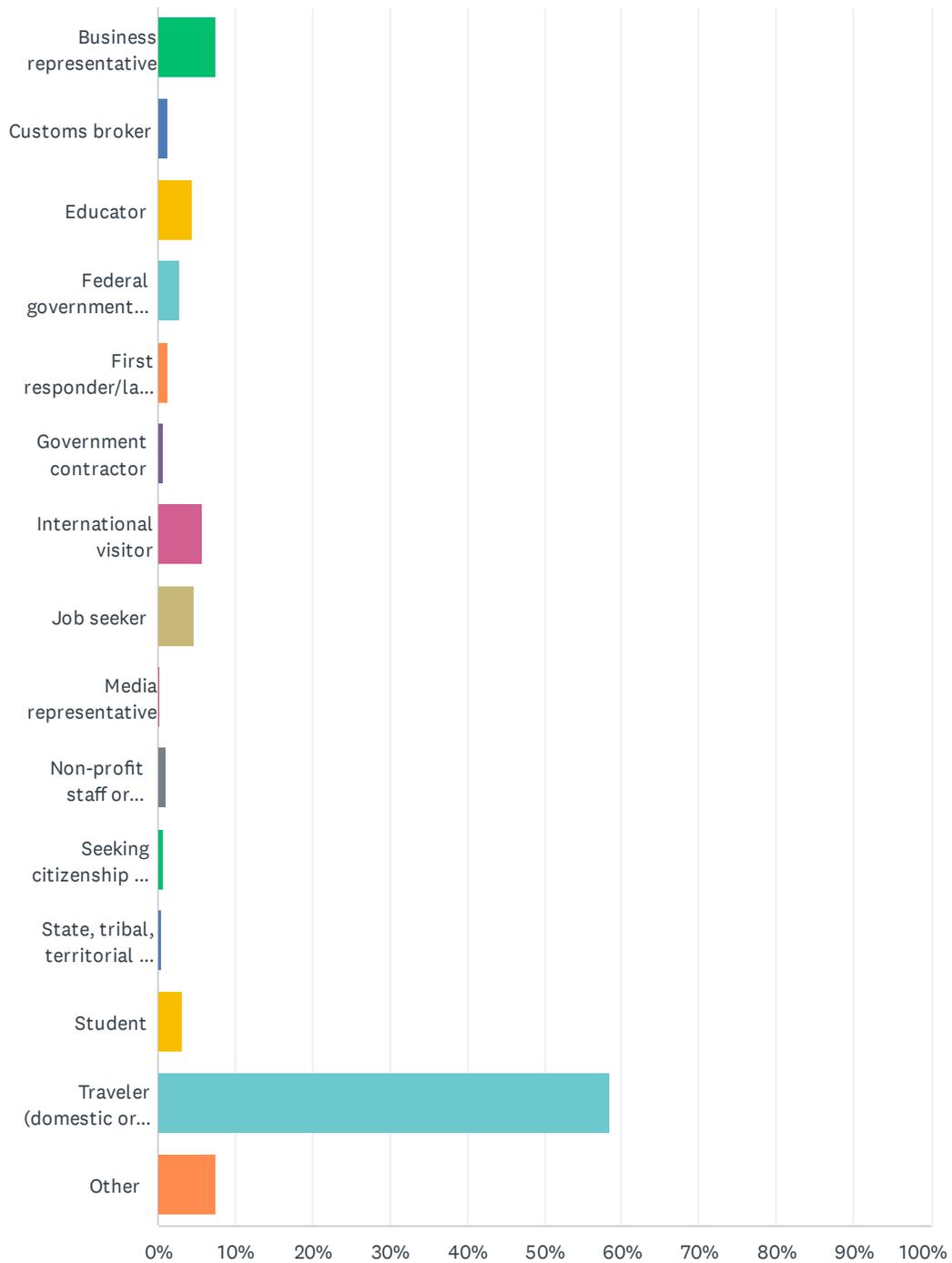
Answered: 2,471 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	73.21%	1,809
No	26.79%	662
TOTAL		2,471

Q7 Which of the following best describes you?

Answered: 2,471 Skipped: 0

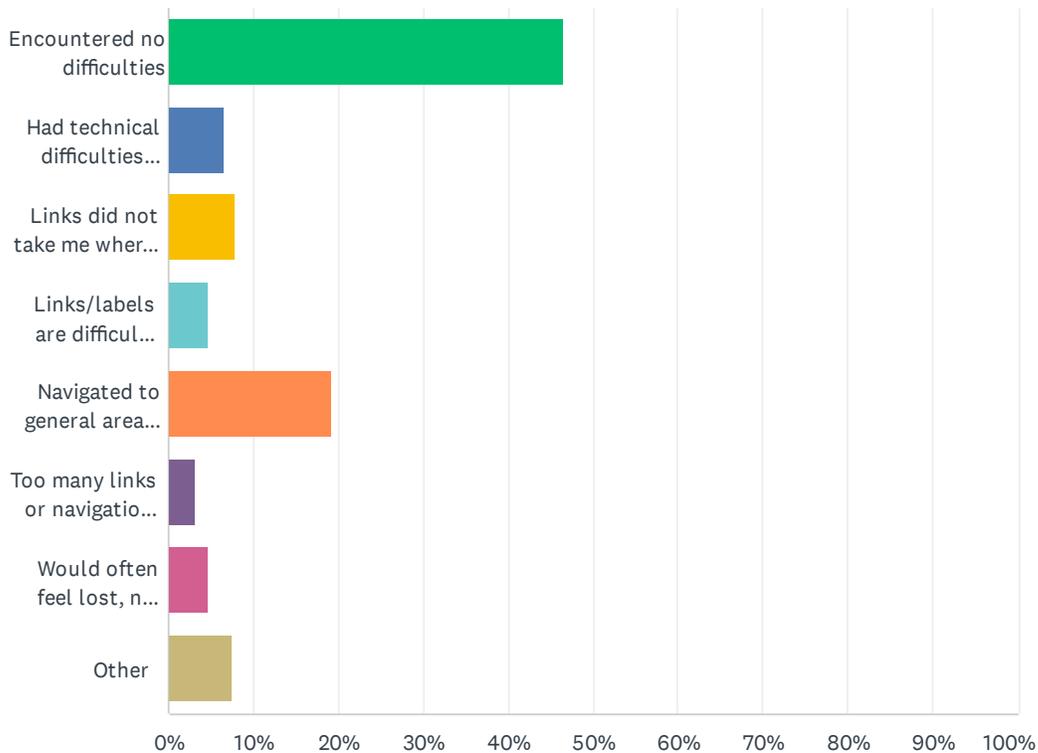


Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	7.49%	185
Customs broker	1.30%	32
Educator	4.49%	111
Federal government employee	2.79%	69
First responder/law enforcement official	1.38%	34
Government contractor	0.65%	16
International visitor	5.79%	143
Job seeker	4.69%	116
Media representative	0.12%	3
Non-profit staff or volunteer	1.01%	25
Seeking citizenship or immigration information	0.65%	16
State, tribal, territorial or local government representative	0.32%	8
Student	3.28%	81
Traveler (domestic or international)	58.48%	1,445
Other	7.57%	187
TOTAL		2,471

Q8 Please describe your experience finding your way around today.

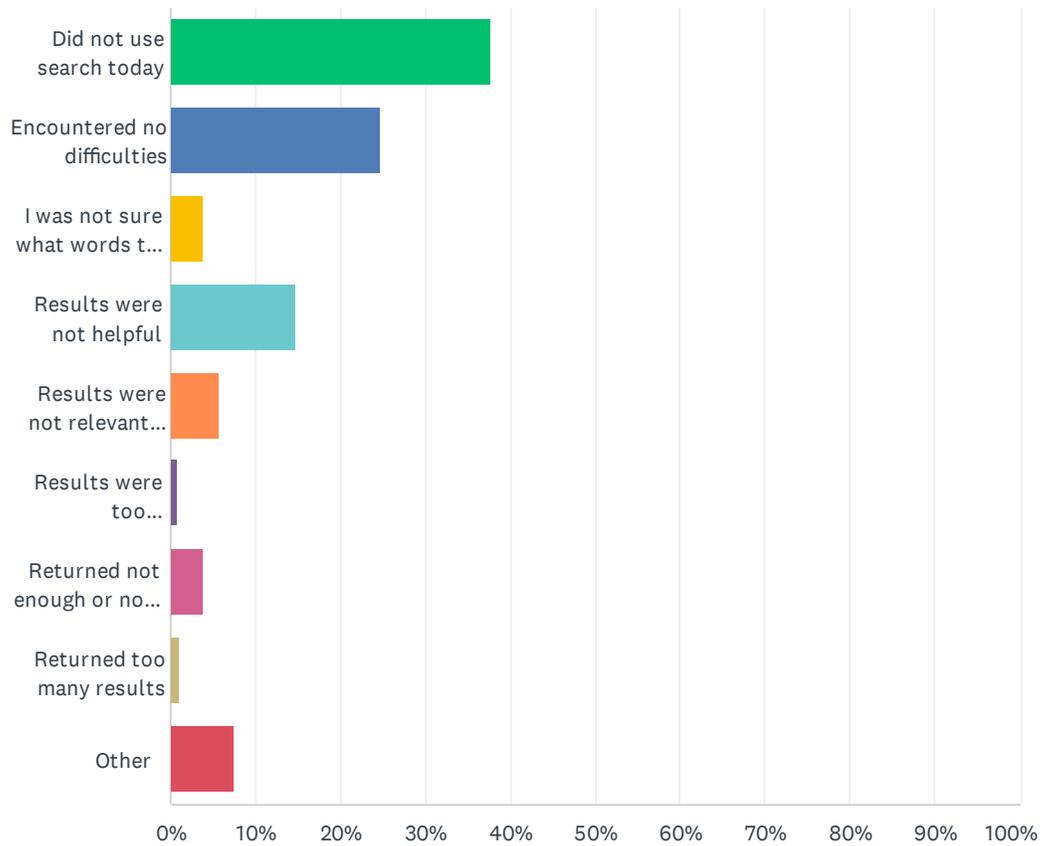
Answered: 2,471 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	46.50%	1,149
Had technical difficulties (e.g. error messages, broken links)	6.52%	161
Links did not take me where I expected	7.81%	193
Links/labels are difficult to understand, they are not intuitive	4.73%	117
Navigated to general area but couldn't find the specific content needed	19.18%	474
Too many links or navigational choices	3.12%	77
Would often feel lost, not know where I was	4.61%	114
Other	7.53%	186
TOTAL		2,471

Q9 How was your experience using our site search?

Answered: 2,471 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	37.80%	934
Encountered no difficulties	24.65%	609
I was not sure what words to use in my search	3.80%	94
Results were not helpful	14.73%	364
Results were not relevant to my search terms or needs	5.79%	143
Results were too similar/redundant	0.93%	23
Returned not enough or no results	3.76%	93
Returned too many results	1.13%	28
Other	7.41%	183
TOTAL		2,471